

Activations Methods for UH MyChart

Activation Method for UH MyChart	Process
Instant Activation/Auto-Instant Activation (link expires after 24 hours)	<p>An activation link can be sent manually or automatically to a patient via text or email. Patients will then finish creating their MyChart profile without being required to enter an activation code.</p> <p>The link will be automatically triggered by: an appointment being scheduled, check in, sign in, check out, discharge, triage call, surgical case scheduled, results release (COVID-19), immunization administered (COVID-19), hospital account verification during ED registration, admission/transfer to a unit with MyChart Bedside.</p>
Front Desk Sign Up	<p>When the MyChart Signup window appears, indicate how the patient would like to receive their MyChart signup information.</p> <ul style="list-style-type: none"> • Click Send Text to send an activation code via text to the phone number on file. You can change the phone number if necessary. • Click Send Email to send an activation code to the email address on file. You can change the email address if necessary. • Click Patient Declined if the patient does not want to sign up for MyChart. • Click Ask Later if the patient wants to be asked again after today.
In-Room Sign Up (Using UH Device)	<p>Select Launch Signup in MyChart Signup activity to secure the patient's Hyperspace session and launch the MyChart signup page. The patient can then complete their MyChart profile on the UH computer without needing to enter an activation code.</p>
Activation Code on AVS and Billing Statements (codes will expire after 14 days)	<p>From the MyChart login screen on the MyChart website or MyChart mobile app, the patient should select Sign Up Now.</p> <p>Will require patient to enter activation code and date of birth and last four digits of Social Security number.</p>
Self Sign-Up	<p>Patients can create a MyChart account by matching their information against what is on file in their UH medical record.</p>

UH MyChart Patient Support Number: 216-286-8960
UH Epic How-To Hotline 216-983- EPIC (3742) Option 2

